



WELCOME CENTER MANAGER

Employer: Marietta Visitors Bureau

Summary: The purpose of this position is to welcome visitors to Marietta and the Welcome Center. This is accomplished by providing accurate information on the local and regional tourism product - which includes way-finding, hotels, attractions, merchants, and events – and ensuring the center is staffed with volunteers and kept in organized, neat condition.

ESSENTIAL FUNCTIONS

- Maintain a working knowledge of Marietta’s tourism inventory including accommodations, retail, restaurants, attractions, events, exhibits, and related tourist services available
- Respond to inquiries and needs of walk-in visitors and telephone and website requests representing the City in a friendly and welcoming manner
- Provide assistance to travelers regarding planning routes, locating lodging, and other attractions in the area that may be of interest
- Maintain extensive documentation on visitors for the purposes of completing State required reports and to maintain “Regional Visitor Information Center” status
- Act as a liaison with other visitor centers throughout state to maintain required amounts of brochures and to facilitate policies and procedural changes for the state-operated program
- Maintain and organize the Marietta Welcome Center, to include presentation of print publications and general housekeeping
- Manage volunteer program, which includes interviewing, training, and scheduling volunteers
- Oversee the general maintenance of the Welcome Center, its equipment, and the surrounding areas
- Manage retail sales, cash register operation, and monetary transactions
- Represent the Marietta Visitors Bureau at various events and community functions
- Maintain files, records, and small petty cash for the building
- Assist with updates to Marietta Visitors Bureau’s websites
- Assist in the production of printed and online calendar of local events
- Provide assistance at meetings and special events, which may sometimes fall on evenings and/or weekends
- Other duties as assigned including special projects, marketing and general support to the Executive Director

REQUIREMENTS

Knowledge, Skills, and Abilities

- Independent, self-starter
- Organized and detail-oriented
- Strong multi-tasking and problem-solving skills
- Able to respond to a variety of diverse requests (including directions)

- Skilled in presenting information and communicating effectively, both orally and in writing, to questions and comments from visitors and general public
- Must be pleasant, hospitable and able to provide excellent customer service at all times
- Must be familiar with Microsoft Office, email, and online research
- Must be able to efficiently operate multi-functional phone system, computer, and cash register
- Knowledge of general office and bookkeeping procedures

Desirable Education and Experience

- High school diploma or equivalent is required, but two to four year college degree preferred
- Extensive knowledge of the Marietta area and general knowledge of surrounding area and State.
- Experience in tourism, community relations, local government or related work

Benefits

- Paid vacation and sick leave, paid holidays, mileage reimbursement, reimbursement of a portion of medical insurance premium or retirement

Salary Range: \$30,000 - \$35,000

Miscellaneous

- Work hours are generally 9:00 a.m. - 5:00 p.m., Monday through Friday. Given the nature of the business, some evening and weekend work is required, along with some travel.

How to Apply: Send resume to Katie Peterson via email at Katie@mariettasquare.com or mail to 4 Depot Street, Marietta, GA 30060

Application Deadline: March 2, 2015

Marietta Visitors Bureau is an Equal Opportunity Employer.